# **Electronic Document Management System**



eFile Training User Guide

Version: 3.4

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# Judicial Brance

### eFile Training - User Guide

### Steps when eFiling

- 1. Prepare the necessary documents.
- 2. Login to eFile.
- 3. Select a case type.
- 4. Enter case information.
- 5. Add the plaintiffs or petitioners, determined by the case type.
- 6. Add the defendants or respondents, determined by the case type.
- 7. Add documents.
- 8. Review the new filing and enter payment information,
- 9. Submit the filing.
- 10. Make sure the case has the 'Received' status and a case date and time stamp.

#### **Prepare Documents**

Before initiating a case within the EDMS, it is best to prepare all necessary documents in PDF format.

#### **Create Documents**

When creating PDF documents for eFiling, utilize standard fonts (Times New Roman or Arial are the most common).

**Note!** All documents are sent as PDF files except for Proposed Orders which should be submitted as a Microsoft Word editable format.

#### **Document Size**

There is a 20 MB limit per document. Multiple documents can be submitted per case. Each document has a total size limit of 20 MB per submission.

#### **Document Format**

Any filing requiring a signature must be signed, with either an actual signature, the symbol "/s/", or a digitized signature per Chapter 16 rules. The following information about the person signing the filing, if applicable, must be typewritten or printed under the person's signature -

/s/Name Law Firm Mailing Address Phone Number Email Address

### **Paper Exhibits – Scanning**

At times paper documents will need to be included with a case – such as a copy of a contract, a copy of a bounced check, or some other item. These items must be scanned as into an accepted electronic format to eFile them. This can be done utilizing a scanner. Court requirements should be reviewed for information on file size, color, and resolution. Most courts will reject a submission if images are larger than 1 MB per

page. Black-and-white scans with the resolution set to 200 dpi create pages that are 25-40 KB in size. Using color adds to the size of the file. Only use color when it is a vital element of the exhibit.

#### **Creating Documents**

Do not combine motions and proposed orders into one document. These should be filed as separate filings.

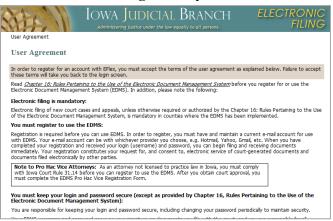
*Note!* A 100-page document without images or graphs that has been saved in PDF format in black and white will be about 1 MB in size.

### Registering for an eFile Account

- 1. Open a web browser (not illustrated).
- 2. Enter the following URL https://www.iowacourts.state.ia.us/Efile or via the link provided on the Judicial Branch homepage.
- 3. Click **Request Account** If you have previously registered, go to: 'Logging into an eFile Account'.



4. Read and review the **User Agreement**. Read and review the **Chapter 16: Rules Pertaining to** the **Use of the Electronic Document Management System.** 



5. Click the acceptance radio button to acknowledge the User Agreement and Chapter 16 Rules.



- 6. Click Submit.
- 7. Select a **User Role**.

Registered Filer – A registered party or self-represented litigant not filing on behalf of a company or association

*Iowa Attorney* – An attorney with an AT PIN who is licensed to practice in Iowa

Agent - An officer, employee, or non-lawyer representative of a partnership, association, corporation, or Tribe who is authorized by Iowa code to represent that entity, for example an employee of a property management company or a collector at a financial institution

Government Agency \_ The non-lawyer staff for an agency such as Department of Public Safety, Department of Transportation, Department of Human Services

*Pro Hac Vice* – An attorney not licensed to practice law in Iowa who is admitted to practice on a case under the sponsorship of a licensed Iowa attorney.

Specialized Non-Party Filers – A non-lawyer who files documents on multiple cases but is not a party, such as a process server, health service provider, or bail bonds agent.





- 8. Click Next.
  - *Note!* Registered Filers skip steps 9 and 10. Continue to step 11.
- 9. Select **Existing** and **scroll through and select** the desired organization. If the desired organization is not listed, click **New** and **enter in the Company Name**.



- 10. Click Next.
- 11. Complete the required fields to set up a **User Account**.

*User Name* - select a unique user name. This will be used to log into the eFile system.

Password - choose a password that is at least 4 characters long

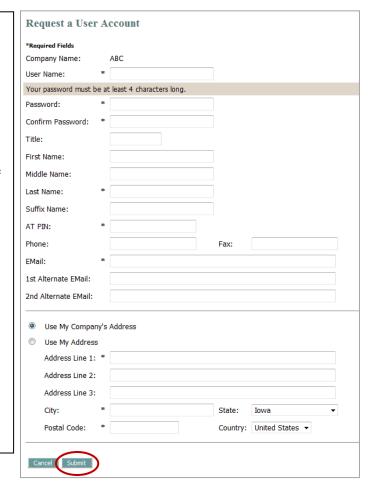
AT PIN - attorney's unique Personal Identification Number assigned by the Office of Professional Regulation. Include a capital AT prior to the numbers.

*ICIS ID* - For those eFile user accounts that request the ICIS ID, leave this field blank if this information is unknown.

*Email* - this address will be used to receive courtesy notifications.

Alternate Email – include additional addresses to receive notifications

Address - My Company's Address will display for existing organizations. A new organization will need to enter in the appropriate fields.



12. Click Submit.

13. A confirmation page will display for the requested User Account. Click **OK**.



*Note!* An email confirmation will be sent to the registered email address when the registration has been approved.

*Note!* If an Attorney PIN and last name entered during the registration process is accurate, the account request is automatically approved and immediate access to the eFile system is available.

### Logging into an eFile Account

- 1. Return to the **Log In** page, and enter the **User Name** and **Password** just registered.
- 2. Click Log In.



### **Forgot Your Password**

1. Click Forgot Your Password?



- 2. **Enter** in the User Name.
- Click Submit.



- 4. After submitting the user name, an email will be sent to the primary email address listed in the account. This email will contain a secure link that will display a page containing a new random password.
- 5. Return to the Log In page, and enter the User Name and Temporary Password just assigned.
- 6. Click Log In.



Note! Passwords can be reused.

### **Support Contact Information**

For technical problems or questions regarding eFiling, contact the eFiling Help Desk. Find the number by using the support link on the eFiling website.



### **Home Screen**

*Note!* The Home Page buttons may change dependent on which role is selected when setting up the account.



### **Menu Options**

**Home** – This is a link to return to the home screen of eFiling.

eFile - Four types of eFile options are available: New Case, Existing, Filing Status, Draft Filings.

Cases – Contains entries for My Cases, Notifications, and Filing Charges.

**My Profile** – Links to edit My Profile, Change Password, and Log in History.

**Log Out** –This link will end the current session.

**Note!** A session will terminate automatically if there is no activity on the webpage for 20 minutes. A session is considered active as long as there is interaction with the web server.

### **Home Page Buttons**

Five action buttons are easily accessible from the home page – New Case, Existing Case, Filing Status, My Cases, and Notification.



New Case – Initiate a new case

Existing Case – File subsequent document to existing case

My Filings - Check the status of your filings

My Cases - List of my electronic cases filed

**Notifications** – Review electronic notifications

#### Filing a New Case

Initiate a case by adding the information normally captured in a paper coversheet and attaching any necessary documents to the filing.

Note! Click Move to Draft to save a case to finish at a later time.

*Important!* All documents should be created or scanned prior to accessing or starting an eFile case.

**Note!** Small Claims fillable forms are available on the eFile site.

#### 1. Click New Case.



#### 2. Click the **Case Type**.



#### 3. Select the **Case Sub Type**.

*Note!* Small Claims is displayed, but the Sub Type will vary dependent upon which category is selected.



4. **Complete the required fields**. The \* denotes the required fields.

Filer Reference No - number used for tracking within the filer's organization

\*County – Select the appropriate county

\*Case Title – enter in a title, the clerk's office will review and edit accordingly

**Prayer Amount** – for Small Claims only, will not display for other case types

\*Add My Parties – by default the eFiler is entered as a Plaintiff. Click on the Participant Name and complete as many fields of data that are available.

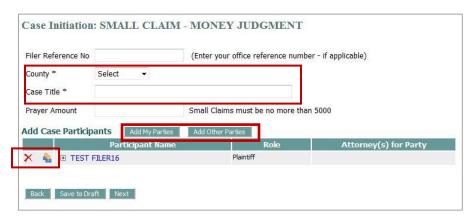
\*Add Other Parties – enter in as much data that is available on the other party.

*Note!* There is a limit of 999 parties on a case.

Note! When adding party data, this information replaced the Confidential Information Form.

*Note!* There is an assumption that when creating the case, My Parties is the Plaintiff. Other parties are assumed to be the Defendant. Change the Party Type as needed.





*Note!* To delete a party entered in error, click the red X in front of the party's name.

*Note!* To copy a party's data (for example individuals who live at the same address), click the copy party data icon.

*Note!* The **Add A Party** (**Add Other Parties**) data page defaults to **Person**. When entering in a company's data, select the Business radio button.

*Note!* The **Party Type** defaults to Plaintiff and Defendant. For those case types that use additional roles, select the drop-down menu to select other party roles.

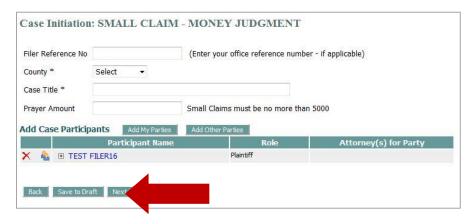


*Note!* For those individuals (for example, victims) who have a confidential address, select the **Confidential Address** box.





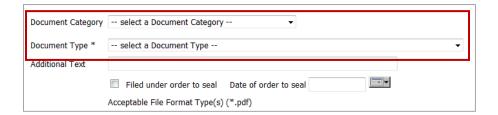
5. Once all party data is complete, click **Next**.



- 6. Select a **Document Category** for the type of document to be added to the case. *Note!* If unsure of what category to select, leave this field blank.
- 7. Select a **Document Type**.

*Note!* Use the drop down to select the document or type the name of the document in this field to locate the **Document Type**.

*Note!* Additional Text – This additional text helps the clerk, judge, or other participants understand more about the document.



8. If applicable, check the filed under Order to Seal and the Date of Order to Seal.

**Protected Information Note!** It is the eFiler's responsibility to ensure, according to the Chapter 16 rules, that Protected Information is omitted or redacted from documents before the documents are filed. The Clerk of Court will not review filings to determine whether appropriate omissions or redactions have been made. Once a redacted document is submitted, the eFiling system will elevate the security level on the original document to prevent the protected information is not visible to the public.

eFiler's are also responsible for submitting the Protected Information Form, if applicable, (located on the Judicial Branch website) with the key to the redacted information.



*Note!* When filing Redacted documents, select Redaction as the Document Category and Type.

- 9. Click **Browse**.
- 10. Locate the document (not illustrated).
- 11. Click Save (not illustrated).
- 12. Click Add.



#### 13. Click Next.

*Important!* Click the file name to open and review the document prior to submitting. *Optional!* If a document has been added in error, click the icon in the Remove column to delete the document.

*Note!* Once the case has been submitted through the EDMS system, each document will receive the Date and Time Stamp.

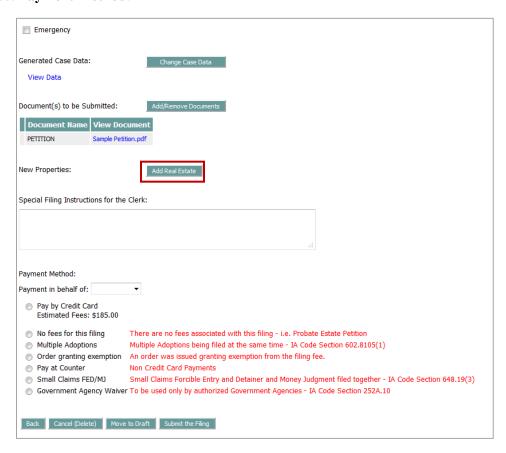
*Note!* Multiple documents can be submitted per case. Each document submission has a total size limit of 20 MB. Select the category of Attachments to add parceled documents.

*Note!* Click **Move to Draft** to save this filing to complete at a later time.

- 14. **Review the filing** information. Verify the information (**Case Data**, **Documents**) that have been added to the case.
- 15. Click **Add Real Estate** to add physical land/residence to a case, if applicable.
- 16. Enter in any **Special Filing Instructions for the Clerk**.



### 17. Select Payment Method.



### **Credit Card Payment Process**

When selecting to pay by credit card, follow this process.

1. Select Pay by Credit Card.





2. Verify the **Payment Information**. Click **Continue**.

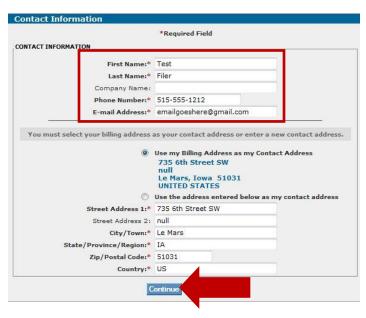


- 3. Complete the **Account information** section.
- 4. Verify the **Billing Address**.
- 5. Click Continue.

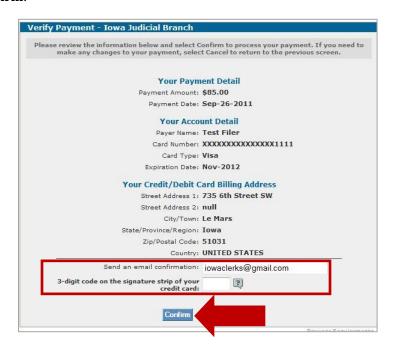


- 6. Verify the **Contact Information**.
- 7. The billing information will also be displayed. Make any changes as necessary.
- 8. Click Continue.

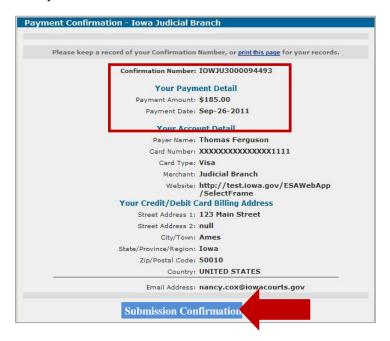




- 9. The Verify Payment page will display all entered data. **Verify the email** to receive payment information.
- 10. Enter in the **3 digit security code** on the back of the credit card.
- 11. Click Confirm.



12. The Payment Confirmation will display. This information will also be sent via email to the account listed in step 8. Click the **Submission Confirmation** button.



#### **Existing Case**

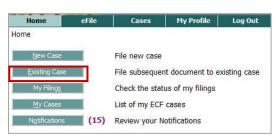
After a case has been created or converted to electronic format, a registered party can file subsequent data to that case.

*Note!* Prepare documents prior to accessing an existing case.

*Note!* Multiple Cases can be filed on at one time. It is *important* to remember that the document must have all of the applicable case numbers included.

### File on a Single Existing Case

1. Click Existing Case.



- 2. Select appropriate **County**.
- 3. Enter in Case Number.
- 4. Enter in any **Participant's Last Name**.





- 5. Click **File on this case**.
- 6. Skip to **Adding a Document**.

*Note!* Cases where the filer is an active litigant will display at the bottom the Existing Case screen.

*Note!* For those cases that you are a registered party to the case, click Search My Cases to locate a case not displayed on the page.

**Note!** If you are having issues pulling up an existing case, call the clerk's office to check on the spelling of the participant's last name.

### File on Multiple Cases

1. Click Existing Case.



- 2. Select appropriate County.
- 3. Enter in Case Number.
- 4. Enter in any Participant's Last Name.



- 5. Click Add this case to your list.
- 6. Repeat steps 2-4 for the cases where there are multiple case numbers to file upon.

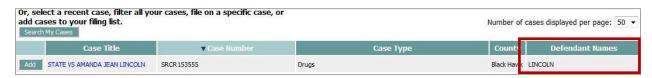
**Note!** Cases where the filer is an active litigant will display at the bottom the Existing Cases screen.

*Note!* For those cases that you are a registered party to, click Search My Cases to locate a case not displayed on the page.

**Note!** For those cases that you are a registered party to, (displayed at the bottom of the page), click Add to add the cases to the current filing.



**Note!** Click on the Defendant Names column heading to filter the data for ease in locating specific cases. The name of any defendant or juvenile for criminal or juvenile cases should display in this column.

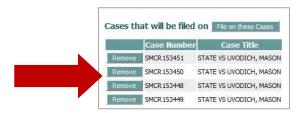


7. After adding the multiple case numbers, they will display at the top of the page. Verify that this information is correct.



8. After review, click File on These Cases.

**Note!** If a case has been added in error, click Remove to delete the case from the filing package.



#### **Adding a Document**

Documents can be added to any existing case(s). The Case Number and Case Title will display in a yellow banner for existing cases or will display Multi Case if multiple case numbers are selected.

1. Select a Document Category for the type of document to be added to the case.

**Note!** If unsure of what category to select, leave this field blank.

#### 2. Select a Document Type.

*Note!* Type the name of the document in this field to locate the Document Type.

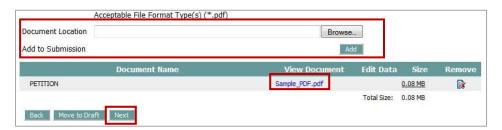


#### 3. Complete Additional Text if desired.

*Note!* This additional text helps the clerk, judge, or other participants understand more about the document.

- 4. Click Browse.
- 5. Locate the document to attach.
- 6. Click Open in the system window (not illustrated).
- 7. Click Add.

*Note!* A message will display while the document is uploading. For small documents this may not even be visible.



*Optional!* If a document has been added in error, click the icon in the Remove column to delete the document.

- 8. Click the File Name in the View Document column to review the document loaded properly.
- 9. Repeat this process to add additional documents.
- 10. Click Next.

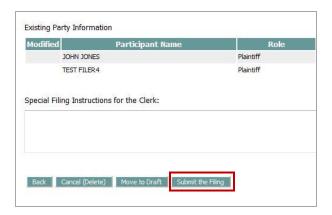
*Note!* Your submitted document(s) will receive a file stamp with the time they were submitted by you (when they hit our server).

**Note!** There is a 20 MB limit per submission (multiple documents may be in one submission). Multiple documents can be submitted per case. Submissions that exceed 20 MB may be submitted in parts to meet the size requirements. Select the category Attachment to add parceled documents.

11. On the Review and Approve Filling page, verify all information being submitted to the case is accurate and complete. Add additional information as needed (not illustrated).

*Note!* If applicable, complete the Payment Information.

12. Click Submit the Filing.



#### **My Filings**

1. From the eFile menu option, select **My Filings**, or click **My Filings** on the home page.



- 2. Enter the date or date range of the filing in the **search fields**.
- 3. Enter additional fields as necessary.
- 4. Click **Go**.





5. To review according to the Filing Status, click the **Status** heading.

*Note!* The status may take a few minutes to update. Refresh the status page to see the status of the submission change.

Listed below are the filing statuses and definitions.

Package Pending – Documents and data are being prepared in an electronic package to be sent to the Court's Electronic Document Management (EDMS) System.

Packaged – The submission is prepared and sent to EDMS.

*Received* – Documents and data have been received by EDMS and the filing time has been recorded.

Awaiting Approval – The submission is available in Clerk Review but the court clerk has not yet reviewed and approved the filing.

*Filed* – If the submission includes a proposed document, the status will be 'Filed' once that document has reached the Judicial Interface Queue is.

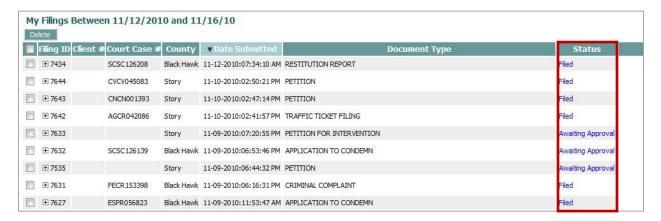
**Note!** For proposed orders, *Filed* does not mean that the order has been accepted. A status of *Filed* means only that the court has received and recorded the filing. The judge still must take action on it.

Accepted – The clerk has approved the submission, and it is being processed (most likely file stamped and docketed).

Return Not Filed – The clerk has found a problem that will prevent the submission from being processed and has therefore returned the submission to the filer with an explanation. Click the **Resubmit** button from the My Filings page to create a new submission based on the previous submission. The potential new submission will include links to the documents from the returned submission.

*Resubmitted* – The filing has been resubmitted.





**Note!** Whenever a civil or small claims case (not subject to Certified Mail Service) has been filed, the Original Notice is signed and returned by the clerk so this document can be served on the defendants established on the case.

*Note!* For small claims, the system will generate an Answer and Appearance document which must be served with the Original Notice.

### **Accessing Original Notice and Answer and Appearance Documents**

1. From the eFile menu option, select My Filings, or click My Filings on the home page.



- 2. Enter the **date or date range** of the filing of the Original Notice.
- 3. Enter **additional fields** as necessary.
- 4. Click Go.



5. Click the **Original Notice** or **Answer and Appearance** (for small claims only) to view the document(s).



Note! The status may take a few minutes to update. Refresh the page to see updates.

6. **Print** the documents. *Important Note!* Filer must wait to receive the forms back from the Clerk as 'Filed', with a case number, before it can be taken to a Sheriff or Process Server to be taken to the defendant.

*Note!* It is the Filer's responsibility to serve the other party of this court matter.

*Note!* The receipts stay on the eFiling system for 90 days. It is best practice to save the documents to an accessible location in the future.

### Resubmit a Returned Filing

If a filing has been returned for clarification by the Clerk of Court, it will be returned to the eFiler. These filings can be resubmitted. When a filing is returned, it will be assigned a status of Returned Not Filed. A resubmit button will appear next to the filing, allowing the eFiler to change what was in error by either deleting the document in question or correcting the information entered.

*Note!* If a submission is Returned Not filed, the receipt will include a reason field. Although some reasons are entered automatically by the system, for example, if one of the documents contained a virus, the clerk will provide a reason for the returned filing.

1. Click **My Filings** from the homepage.



2. **Enter in search data** to locate the case. For example, the date range the case was submitted. Click **Go**.





3. Locate the filing marked as **Returned Not Filed** in the Status column. Click **Resubmit**.



4. This will open a new filing, copying the data from the original filing, but it will allow the eFiler to make adjustments to the case data, documents, and other pertinent information. Make changes as needed and complete the filing (not illustrated).

### **Draft Filings**

If at any time (prior to final submission) a case can be saved as a draft to complete at a different time. Draft filings can be accessed via the eFile menu, Draft Filings.

From the eFile menu, click **Draft Filings** to access any cases saved as drafts.



When creating a case, click **Move to Draft** to save a case without submitting it to the clerk's office. Cases that have been moved to draft will be available via the **Draft Filings** in the eFile menu illustrated above.



*Note!* Draft filings remain in the eFiling system for 90 days. A **Days until Deletion** column displays the days remaining to file on the case.

*Note!* Click the checkbox in front of a Draft Filing and click **Delete** to permanently remove the filing.



#### **Cases Menu**

Three options are available in the Cases menu – My Cases, Notifications, and Filing Charges.

### My Cases

When a case is initiated or a follow-up has been filed, even if it is just a notification, the case number is added to the My Cases for those that matching the username of the registered eFiler.

1. Select **My Cases** from the Cases menu or click the My Cases button from the home screen.



2. Click on the **Case Number** to access the case information and documents (if available).



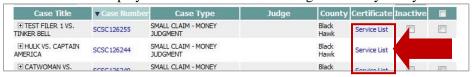


*Note!* Dependent upon the eFiler's role and the case level security settings the case documents may be available for downloading within My Cases listing.

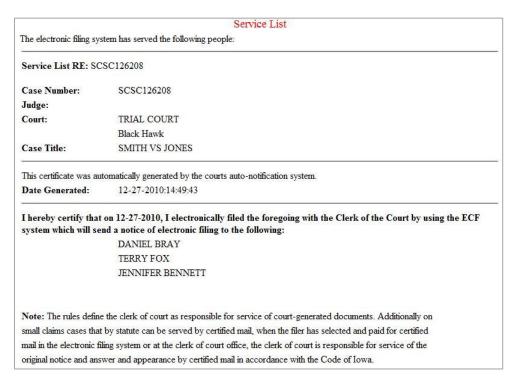
3. The case information will display in a separate window. Review any information that has been submitted on the case.



4. Click on **Service List** to display the service list notification generated by the system.

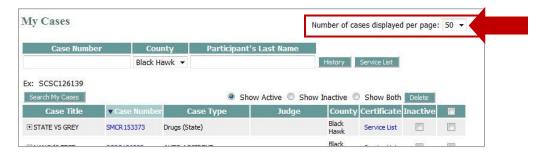






#### **Page Display**

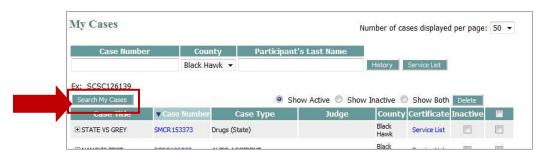
The page display defaults to 50 cases displayed per page. Select a different setting from the drop-down menu as desired.



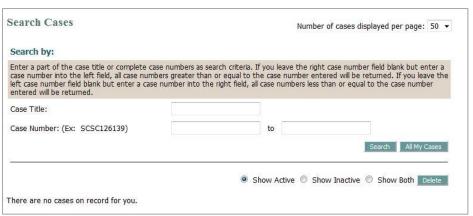
#### **Search Fields**

Utilize the searchable fields to locate non-confidential cases that are not displayed in the My Cases listing.

1. Click Search My Cases.



2. Enter in the Case Title and Case Number.



3. Click Search.

#### **Inactive Cases**

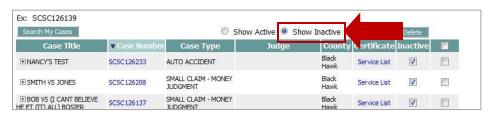
Mark cases as Inactive to remove them from the My Cases display. This does not delete them, simply hides them from the Active view. Remove the Inactive status to return the case to the Active view. For those registered participants of the case, electronic notifications will still be received on Inactive status cases.

1. To inactivate a case, **click the checkbox** in the Inactive column.



2. This marks the case as Inactive and removes it from the view, but does not delete the case. To view inactive cases, click the Show Inactive button.



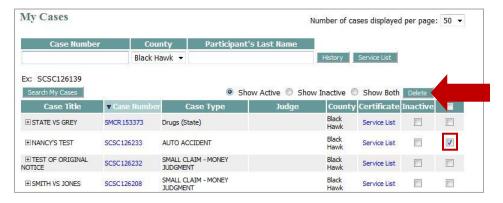


3. To reactive a case, **uncheck** the Inactive button. This moves the case back to the Active status.

#### Delete a Case

For those cases where the eFiler is no longer a participant, the case has been dismissed, or for some other reason, click the check box under the Delete column and click the Delete button.

- 1. **Click the checkbox** in the Delete column.
- 2. Click **Delete**.



3. A confirmation window will appear. Click **OK** to delete the case from the view.



*Note!* Deleting a case from the My Cases view, does not delete the case from the court server, just deleted from the eFiler's account. Cases can be re-added if the need arises.

#### **Notifications**

A Notice of Electronic Filing or Presentation (NEF) means that the eFiler will not receive a paper copy of the documents eFiled or presented by another filer to the court and previously sent to the participant and recorded in the certificate of service.

A Courtesy Notification means a paper document was submitted to the court and the clerk scanned the documents into electronic format to be recorded. Copies of these scanned documents are included in the courtesy notification.



Once a registered party has eFiled on a case and been added as a party to that case by the clerk of court, the case number is stored in a database and the username is associated with that case. When another party sends a follow-up submission on any case that has a username associated with it, an email and the notification list will be updated with the submission information.

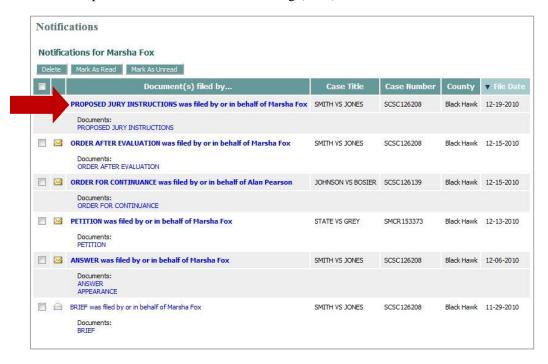
Notifications generally go out immediately, or before the clerk reviews and records the information and documents in the submission. When a notification is Returned Not Filed and update to the notification status is set so that other parties on the case can look at the notification status to see if such a condition occurred. Some notifications do not occur until after the clerk has reviewed and recorded the information. This generally occurs when a judge submits an order to be filed.

1. Click **Notifications** from the home screen or via the Cases menu.



*Note!* Next to the notifications button on the home page there will be a number in parentheses (xx). This number represents the number of notifications not accessed and does not include the notifications already accessed.

2. Notifications will be displayed. Those that are not read will appear in bold. Click the **Notification Name** to open the Notice of Electronic Filing (NEF).





*Note!* Click the Document Name to review the document that was submitted to the case.

*Note!* Notifications are not permanent. Currently the time limit is set to 90 days, but it can change. The court will determine this time period.

The NEF will display. The NEF will also be sent to the registered email account for registered filers.



# \*\*\*\*\*\* IMPORTANT NOTICE - READ THIS INFORMATION \*\*\*\*\* NOTICE OF ELECTRONIC FILING OR PRESENTATION [NEF]

A filing has been submitted to the court RE: SMCR153373

Judge:

Official File Stamp:

12-13-2010:08:22:02

Court:

TRIAL COURT Black Hawk

Case Title:

STATE VS GREY

Document(s) Submitted:

PETITION

Filed by or in behalf of:

Marsha Fox

You may review this filing by clicking on the following link to take you to your cases.

This notice was automatically generated by the courts auto-notification system.

The electronic filing system has served the following people:

TERRY ROY FOX

The moving party or the individual who filed this document is responsible for serving the following people in accordance with Iowa Code and Iowa Court Rules, including Chapter 16 Rules Pertaining to the Use of the Electronic Document Management System\*:

JESSICA LYNN ARMSTRONG

WANDA JAMES STATE OF IOWA

Note! Check the SPAM filters for the registered email account if NEFs are not received.

*Note!* Follow the standard paper process whenever necessary to notify parties. The courtesy notifications are not a replacement for the paper notices.

3. To delete notifications, **select the checkbox** for the NEF and click **Delete**.



*Note!* Select Mark as Read or Mark as Unread to change the status of each NEF.

### **Filing Charges**

For each case that requires a Filing fee and is paid online through the eFile system will display in the Filing Charges window. The current month is displayed by default. Select a month from the Report Month drop-down menu to change the view.

1. Select **Filing Charges** from the Cases menu.



2. Filing Charges for the current month will display. Change the month drop down to view previous month's charges.



**Note!** For those Filing Charges that are paid directly to the clerk, they will not appear within the eFile

### My Profile Menu

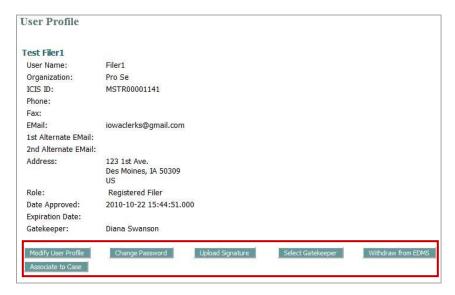
The My Profile allows eFilers to edit profile information, change their log in password, and review log in history.

### My Profile

1. Click **My Profile**, from the My Profile menu.

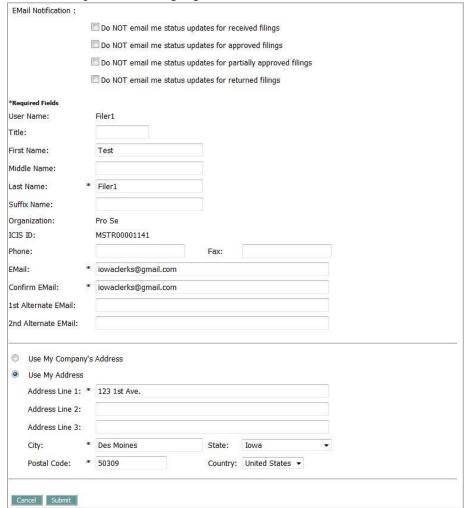


2. The **User Profile** information will be displayed. Click the desired action button.



### **Modify User Profile**

1. **Edit details of the profile** such as notifications status or other basic information (address, phone number, email, etc) provided during registration.



2. Click **Submit** to accept changes.

### **Change Password**

Passwords can be changed at any time. Passwords need to be 4 characters in length.

- 1. Enter current password.
- 2. Enter new password and confirm new password.
- 3. Click Submit.



*Note!* Click the link on the Login screen if a password has been forgotten to assign a temporary password. After logging on with a temporary password, the password will need to be reset.

Note! Passwords can be reused.

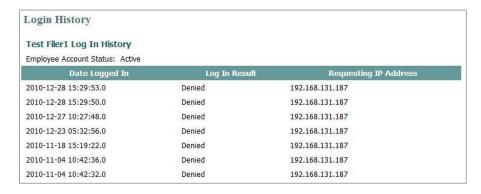
#### Withdraw from EDMS

Registered eFilers can select to withdraw a registration in the Iowa Electronic Document Management System. This action will cancel the login and password and remove the eFiler from the applicable electronic service lists and case histories will no longer be available.



### **Login History**

The Login History will display any Login failures for the account profile. The list shows the attempts along with the date, login result, and IP address.



The information contained in the training materials for the Iowa Judicial Branch Electronic Document Management System (EDMS) is for instructional purposes only and is not intended to and does not constitute legal advice under any circumstance.